



Board of Directors Meeting Minutes

June 7, 2007 1:30-4:00pm
Secretary of State's Office
1700 Broadway
Blue Spruce Conference Room
Denver, CO 80290

I. **Call to Order: 1:46 p.m. Chairman Cadman**

A. **Roll Call**

Present: Representative Cadman, Even Dreyer, Bob Feingold, Bill Hobbs, Roxy Huber, Mike Locatis, Rico Munn

Excused: Jack Arrowsmith, Greg Jenik, Gerald Marroney, Don Mares, Senator May

No quorum established

B. **Introduction of Audience**

Discussion:

Chairman Cadman said that since he was not here for the last meeting, and does not know if the Meeting Minutes are accurate, but they are up for discussion. First, he counted to see if there is a quorum.

Gregg Rippey stated that it is interesting because there are 6 Board Members but he did not think that was enough for a quorum.

Bob Feingold reminded the Board that he is not a voting member, but that they can count Mike Locatis because of the Senate bill passed by Senator May.

Gregg Rippey said that since the Board is now to 13 members, that would raise to a quorum of 7. He asked Rico Munn if he agreed with that.

Rico Munn replied that it sounded about right.

Chairman Cadman said that if anyone has an issue with the minutes, to discuss at the next meeting.

Gregg Rippey stated that Director Rico Munn brought up an interesting question at the last meeting regarding introduction of the audience and whether it was a suppression of the First Amendment. Richard Westfall, who is in court today and Aaron Soloman is taking notes for him, said in his analysis that there is no clear answer and he would leave it up to the discretion of the Board.

Gregg Rippey stated that the second piece of legal advice was Secretary Coffman's permanent designation of Bill Hobbs as his representative on to the Board. Richard Westfall also said that there is clear case log, and interestingly enough it involved the Secretary of State on the Title Board at one point. Bill Hobbs will be the permanent designation because in SIPA's organic statute it is the office and not necessarily the person. It is entirely allowable for Bill Hobbs to be a voting member. Gregg Rippey said that he is very excited to have Bill Hobbs on the Board, because he has a lot of experience in the Secretary of State's office.

Chairman Cadman said that the board is glad to have him on the Board of Directors.

Chairman Cadman opened discussion on audience participation, and asked if there was a concern.

Rico Munn said that he just raised a question that was unique in his experience for public bodies to have as an agenda item to introduce the audience. Typically, if a citizen wanted to come to a meeting, he or she is free to do so anonymously. It could maybe compel people to not come. It was not a big deal, just a question he raised.

Chairman Cadman said that it originally came up during the development of the portal, as a lot of the audience members were vendors. He is open to removing that item or audience members are certainly free to skip the announcements.

Gregg Rippy said that it is good that the SIPA meeting is being broadcasted on the Secretary of State's website. Of course, there is probably a zero audience. When SIPA was holding meetings at LSB, a lot of the CIO's were able to listen in and said it was very helpful. Gregg Rippy would like to try to keep doing that and do a little press on it, so people are aware. He said that he would inform the CIO Forum of the appropriate link so that they can listen to it as well. Citizens have the option to listen to the meeting if they did not want to introduce themselves.

II. Committee Reports

A. Business Committee, Bob Feingold

Bob Feingold stated that the Business Committee met last month to talk about an initiative of a Business Portal that he proposed last month. The committee bounced the subject around and came to a consensus there might be some value in pursuing a Business Portal on part of Colorado.gov, but it really requires a full-blown feasibility study to establish if it is viable. Gregg Rippy agreed to work with Dan Morrison, Colorado Interactive (CI) General Manager, to determine what is being done in other states.

Discussion:

Gregg Rippy stated that the action items that the Business Committee wanted to bring forward, is to talk about the concept of the Business Portal, to ask how it fits into the self-funded model, and whether it might impact projects that are currently in the queue.

The committee discussed a 6-month feasibility study, to report at the first meeting in January 2008. After looking at what business activity is being done in the State, there really is a lot of business activity that is being conducted online. The concept of a Business Portal would be bringing it all together in one place so that if someone wanted to start a business, they could go to the State Website and complete an interactive process. For example, it would ask: Do you have a tax ID number, if you answer no, it would take you to the Department of Revenue site. When you are all done, you would have everything you need to become an operating business at least at the State level.

Gregg Rippy referred to the Business Portal handout, and said that is it really just a compilation of 31 other states and what they are doing for Business. There are 12 states that currently have a one-stop business portal in the portal format. Jack Arrowsmith was going to report what value would be to the of business people in Douglas County. Clearly that is what the feasibility study would do. There would need to be at least 4 core agencies participating. This is going to take a long time and a lot of resources. Gregg Rippy believes that this would be, truly, an integrated business portal.

Dan Morrison pointed out that the criteria on the second page of the handout are those that are operating portals within NIC and other states. CI did a lot of navigating on these sites. The logical next step is to see what resources will be needed with the feasibility study.

Gregg Rippy said that various agencies have done a good job at that so far such as SOS, DORA, and DOR. For example, if someone wanted to start up a childcare facility. Right now Health and Human Services does not have an online application to be a licensed childcare facility. Colorado.gov is working on that and there is actually a Task Order. But basically there would be places in the Business Portal where the citizen will come to a point where there are no online services. The Portal can give the appropriate number and contact information so that the citizen can complete the process. Not everything will be available online. Gregg Rippy said that the Board needs to look at what resources are required within agencies and do they have a desire to do this. A needed question for every Director is, what would stop an agency from doing this. If there is just one of agency that would not do this, it would probably be a killer for the business portal.

Gregg Rippy and the Business Committee is requesting direction from this board on whether SIPA and CI should go forward with this study. Gregg said that he has talked to Ben Nivert, with Trudeau & Associates, to

help convene the feasibility study group and keep them on task. Gregg Rippy said that CI would probably staff half a project manager. CI is at capacity right now, so some things would slow down.

Dan Morrison wanted to make sure the Board understands the concept of the Business Portal. It is not to rewrite the existing applications from other agencies. It is to build an intelligent, wizard-like interface that would help the public decide what forms are needed.

Bob Feingold added that a feasibility study would identify the costs, revenues, benefits, and issues that the Portal and agencies would encounter. It would give the Board all the information needed to make a decision.

Chairman Cadman asked if Gregg Rippy would put together an outline of a proposal of what this will take and the resources that are required.

ACTION ITEM: Provide Business Portal Proposal Outline.

Gregg Rippy replied that the resources are what SIPA would engage with Trudeau & Associates and the cost is well within the self-funded model. He asked the Board if they would like to get started and have the delivery date of January 2008 since this study would take 6 months. He did not believe that it would take a formal vote. Gregg Rippy said that Bob Feingold has talked with most of the Board members offline about the concept. Jack Arrowsmith is also very heavily involved and he asked if there was a way to see a demonstration of the Hawaii Business Portal, which Dan Morrison created and launched. Gregg Rippy believes that the feasibility study is very important so that the Board knows which director to take.

Chairman Cadman asked about the utilization rates.

Dan Morrison said that the uptake was phenomenal in Hawaii. The goal was to build a public facing portal that would help the public make the right decisions on how to start a business. 60% of all the companies in Hawaii register online.

Mike Locatis asked if there was ability to reuse what other NIC states already have.

Dan Morrison said that the models are reusable. He would offer the opportunity to demonstrate the Hawaii system, to use it as a model.

Roxy Huber said that with her experience talking to businesses in Broomfield at the City and County level, they would have an extreme desire to go to single place and so she thinks the adoption rate would be very high.

Evan Dreyer said that as a client, he is concerned that anything would slow down.

Gregg Rippy said that his approach is to be eyes wide open. The study would slow down what Colorado.gov can be at the maximum. Currently CI has a staff of about 20, where the Business Model had it at 14. There would be a relative slow down and resources are going to be dictated. There are not any current projects that cannot be finished. They would not be telling anyone that they could not do their project for a year.

Dan Morrison pointed out that CI does not have a half a Project Manager just waiting for a project. There would be some reprioritization and they would need to find the resources to make it happen.

Gregg Rippy said that it would take strategic thinking and planning. The Business Portal will certainly identify and generate a revenue stream, which will allow the Portal to mature and do more things. He believes that it is an investment for the Portal, but he does not want to predict on what the study will say. The study may even say that the Portal is not ready.

Evan Dreyer said that when he hears that things are going to slow down, he gets worried.

John Thomas (Director of eGovernment Services) from CI said that the projects that are already on their way would not slow down. He said that Evan Dreyer should not worry about his projects.

Evan Dreyer said that he is not just worried about his projects, but he is also worried about other people's projects. He is also worried that when the next one in the queue is his.

Chairman Cadman said that Gregg Rippy, as the Executive Director, has the authority to direct resources. However, he would feel more comfortable with a full quorum.

Bob Feingold suggested that if a vote is needed, maybe it could be done electronically and the results could be posted on the SIPA Website.

Gregg Rippy replied to Chairman Cadman that he understands what he is saying. However, he did not think this should be rushed for the sake of the month. He said that they could plan on doing a demonstration next month and hope that there is some connectivity and clarity.

Chairman Cadman said that he thinks Evan Dreyer brought up an interesting and valid point. He said he would hate if that reverberates into SIPA's client community. Sending out the email would be a backdoor approach.

Dan Morrison said that they could bring a more solid assessment of the impact of the queue.

ACTION ITEM: Demonstration of Hawaii Business Portal and present solid assessment of the Business Portal.

Bob Feingold suggested that SIPA could contract the study out to a competent firm full time, in a shorter period of time. Therefore, it would have a lesser impact on SIPA's customer base and project queue.

Gregg Rippy replied that he couldn't give a hard answer. There is so much gathering that working twice as fast does not necessarily make it more doable.

Dan Morrison stated that a Project Manager from CI will need to be at all the meetings anyway.

Gregg Rippy restated that they will bring back a demonstration and in the interim he will start to do some networking and ground work with the agencies.

Chairman Cadman said that he would be interested to see if someone were to object. He is very supportive and he thinks that they should do this as it will serve Colorado well. He does not want his concern to be construed as opposition.

Gregg Rippy said that it would definitely take a strategic look at it.

B. Finance Committee, Gregg Rippy

Gregg Rippy referred to the Profit & Loss and Balance statements provided for the Board. He said that there would be an increase for IV&V (SysTest Labs). Legal fees are less and comparing to March, there is a drop from \$3,334.00 to \$1,535.50. SIPA was spending so much in legal fees for the Jefferson County EGE Agreement. All other figures are about the same.

Gregg Rippy referred to the Balance Statement stating that SIPA has a total equity of \$437,669.02, and the Board has talked about keeping that number around \$450,000 so additional funds can be used to help other agencies and projects. Gregg Rippy said that next month the Board would see a budget for 2007-2008, which will be for their approval.

ACTION ITEM: Present SIPA 2007-2008 Fiscal Year Budget.

Clifton Gunderson

Gregg Rippy reported that he is scheduled to meet with Clifton Gunderson to talk about the audit and appropriate flow of funds. SIPA and CI have a shared account, and he wants to meet to see what the easiest and appropriate way to maintain an audit trail is.

III. New Business

A. Executive's Directors Update, Gregg Rippy

Gregg Rippy stated again that he would increase IV&V work. He thanks Rico Munn for the questions he had about SIPA's IV&V on his first meeting, which is one of the benefits for having new members on the Board with fresh eyes. Gregg went back to the old risk matrix and came to the conclusion that they do need some eyes that are not ours to look at things. The biggest risk is that the Portal has been putting out applications without load testing. SysTest Labs is doing significant testing. He asked Dan Wenger from SysTest Labs to present a summary to the board.

SysTest Labs

Dan Wenger (SysTest Labs) referred to the handout given to the Board. He said that they signed Task Order #7 in April and started meeting with Gregg Rippy, Dan Morrison, John Thomas, and Mark Church (CI Director of Development) in May to lay out the plan for the right approach to incorporate the testing. It was agreed that SysTest Labs look at it in two specific approaches as a first effort. The Task Order is anonymous itself that allows many different types of testing to occur. The initial thrust will be to perform user acceptance testing for some of the new releases that are upcoming and to perform load testing on releases that have already gone live.

Some of the opportunities for load testing are to verify that the system sizing is adequate to handle appropriate traffic. They test so that applications can handle 1,000 simultaneous users. The first phase will be to perform a ramp up sequence of virtual users to be able to see stress levels on the system. If necessary, they would call it in to the testing sequence and give CI an opportunity to do some system tuning. The second is to provide system stability under a reasonable time over 12 hours, to see what kind of response there is.

SysTest Labs started to look at driver monitoring application, which is early in its development. SysTest Labs reviewed the test plan with CI and identified the steps they intend to take. CI and DOR will go through their system level testing to make sure all requirements is met.

Discussion:

Rico Munn asked what user acceptance testing is.

Dan Wenger replied that it is to verify or validate that the application meets the intent of the defined users of the system. From a functional perspective SysTest Labs are representing the public.

Evan Dreyer asked if there were any load complaints or issues.

Dan Morrison said that with the Great Colorado Payback for the unclaimed property, there were over 30,000 hits when Treasurer Cary Kennedy mentioned this through the media. It is best to not have one of those cold.

Gregg Rippy said that one of the things they have not arrived on is how often they should load test. Other questions to ask are what are the triggers and what needs to be done to have more load testing. Overall, he is very pleased with the collaborated manner. This is not just a check to see if citizens could break in, it is to make every application a better application.

SysTest Labs Report (Continued)

Dan Wenger reported that SysTest Labs would begin UAT next Monday on the Measurement Standards Licensing. This is in the final phase for system level testing. They ran proof of concept demonstration of load testing for Unclaimed Property and it was compatible with the tool that they like to use for internal applications. They would like to use and put together a plan with 8 user scenarios. They completed those test scripts and they agreed that they would run the first load test next week. All testing occurs in the testing site, which is identical to the production site so that there are realistic answers. They identified 6 other applications that would follow sequentially when finished with the Unclaimed Property. The next is the OVRP application. As we run one set of load tests and provide the results back to CI, that can tweak and make changes, while Systest can begin working on the next set of test scripts.

Bill Hobbs asked what kind of consequences flow from (load testing) and problems.

Dan Wenger replied that Load balancers would be one of the first to look for, and then additional servers, hard work responses, etc.

Dan Morrison said that the test results will allow them to pin point where any potential points of failure are, whether it is in the web server, or even with the original agency which CI does not have control over.

Gregg Rippey stated that SysTest Labs contract expires March 2008 and SIPA has 2 renewable terms. Any feedback on the IV&V from the Board would be appreciated.

Board Retreat

Gregg Rippey said that it has been requested for the Board to consider a Board Retreat. He would propose a half-day off-site retreat on the same day of a Board Meeting in October. There could be the meeting, lunch, and then the regular Board Meeting. At this meeting, he would suggest that the Business Plan would be presented again and the Board could talk about strategic planning. The Business Plan is the document that drives how the Portal looks at projects, scores projects, and defines the core functionality. Gregg Rippey would suggest a couple of presentations that focused on security.

Discussion:

Rico Munn asked when the October meeting is.

Gregg Rippey replied that it would be the first Thursday, October 4th. He said that his idea was to not throw out two days and he picked October to avoid summer travel plans and the JBC budget.

Chairman Cadman asked when the NIC Partner Conference is.

Gregg Rippey replied that it is October 22-25 in Portland.

Chairman Cadman suggested having the retreat after the conference. And he asked if the Board talked about this at the last meeting.

Gregg Rippey reported that they did discuss it and it would be about \$1,000 per member. He thinks it would be great to have the retreat subsequent to the conference.

Chairman Cadman asked if there was any information about the Partner conference sent out.

Dan Morrison said that Kathy Gappinger sent out an email about the retreat and the password/login information for the Partner Portal Website.

Mike Locatis asked if the retreat would then be in November.

Chairman Cadman asked if there was an interest to go to the NIC Partner conference, and he said that he highly recommends it. Participants see what other states are doing and get to share what Colorado is doing.

Mike Locatis said that he is interested in attending.

Gregg Rippey said that he would try to put something together for the retreat. He asked the Board if they would like the retreat on the same day as a Board Meeting and asked if a rough outline would be valuable.

Roxy Huber and Rico Munn replied yes to both.

Research of NIC State Portals

Gregg Rippey stated that it was an action item for him to look at other NIC states to see what applications they have that would be useful to Colorado agencies. Gregg said that SIPA started to gather information, but it is quite an undertaking because there are currently 22,000 applications. They will

continue to do this, but it will take some time. Gregg would like to come back to various Executive Directors to suggest other applications that other states have done that would be beneficial to them.

EGE Agreements

Gregg Rippe reported that the Jefferson County EGE is complete. He also referred to the EGE Agreement list provided to the Board of Directors.

B. Colorado Interactive General Manager's Report, Dan Morrison

Dan Morrison reported that he continues to make adjustments to the GM Report to make it more intuitive. Overall, Dan reported that it was a very solid month and CI delivered a couple of sites to CMS. CI spent some time with Systest Labs and appreciates SIPA for making the resource available.

CSIA Award

CI nominated Colorado.gov for an award for the Auto Industry's Online Salesperson Licensing Service at the CSIA Apex Awards. Unfortunately they did not win. All the leading software companies participate and Dan was glad that they submitted. Hopefully they will win something next year.

Treasurer's Scheduling Request

Dan Morrison reported that the Treasurer's Scheduling Request was launched in May. This works very similar to the Governor's and First Lady's Scheduling Request Forms.

Online Vehicle Registration Renewal (OVR)

Dan Morrison stated that OVR continues to be the star performer. As of now, there have been 24,974 renewals, bringing in \$3.6 million to the Department of Revenue. The next three counties to offer OVR will be Routt, Larimer, and Arapahoe.

CIMA Conference

Dan Morrison reported that two CI representatives (Aaron Boyd and Jill Janicki) attended the CIMA conference along with Gregg Rippe and Kathy Gappinger. CI likes to be considered for this conference and hope that next year the Portal will be on the agenda.

Content Management System (CMS)

Dan Morrison reported that the CI delivered a couple of CMS sites including the Department of Revenue-Division of Motor Vehicles and the Governor's Blue Ribbon Commission for Transportation Finance. Five state employees were successfully trained for CMS last month.

Marketing

Dan Morrison stated that there are sticky note pads provided to the Board. Jill Janicki helped write the award submissions and will continue to submit more, as this is award season.

Development Queue

Dan Morrison reported that they continue to refine the report. The Board can refer to this chart to see where CI is with all applications. The blue bar represents active projects. Those without the bar are just in discussion phases. The legend for these codes is at the top of page six. Projects in the "DIS", the Discussion Phase, are those that do not have a signed Work Order (WO). They include meetings and discussions that CI has had with agencies, but definitely feel that it is important enough to put on here for the Boards' knowledge. The "RG", Requirements Gathering Phase, means there is a signed WO, and gathering data. The "S", Specifications Phase, is where documents are present, determination of how it will work occurs, and requirements are completed in such a way that the developers can develop that application or project. The "D", Development Phase, is in active development, has programmers working on it, and is heading towards a testing phase. The "T", Testing Phase, is where testing occurs and the "L", Launch Phase, is when the application is live. Some of the projects are ongoing, such as CMS and OVR. Dan Morrison said that this chart replaces the Tier 1, Tier 2, and Tier 3 from before. Hopefully this will be more intuitive and easy to follow.

Stolen Vehicle Check

Dan Morrison pointed out Project #13 for Stolen Vehicle Check, which requires checking of VIN numbers for stolen vehicles. The Department of Public Safety asked if CI could complete this application by July 1st. Dan Morrison said that CI could not do it that fast, but they can get it done quickly as it is not a complicated application. CI is in the process right now adjusting the fee. The Legislation requires that it is a service for the public as well. It will be a free utility for the public so that if a citizen bought an automobile from the newspaper or neighbor, he or she could check the VIN number to see if it is a stolen vehicle. He said that they are very excited about this application and it will be a great public service. The fees collected will allow CI to maintain the entire application.

Discussion:

Bob Feingold asked if this is against the national or state database.

Dan Morrison replied that fiscal note stated that the state sells about 300,000 vehicles and of that 25,000 are stolen. Since the Legislation mandates for the operator to use this, the Portal will have a 100% adoption.

Chairman Cadman stated that it is interesting that it is free for the public, but auto dealers would have to pay.

Dan Morrison said that the department is looking to CI to determine the fee.

Gregg Rippy said that it brings up an interesting problem. The bill states an effective day for July 1. It includes all the requirements on recyclers and the Portal is just a part. They have to keep records, show logs, and another of number of things. But in the end there is a piece of legislation that has all these requirements and no time to be able to build the application between when the Governor signs the bill and the effective date. Gregg brought this up to Chairman Cadman, so that as he looks at bills in the future, there ought to be a little more scrutiny when voting.

Bob Feingold asked about stolen vehicles from other states.

Gregg Rippy said that it is just cars from Colorado that the State is worried about and have control over.

Chairman Cadman said it would be great when other states begin to do the same thing and mirror the Portals application.

Portal Metrics

Dan Morrison said that the Board could see on page 7 just how busy the Portal is. There are 20 applications or websites in some sort of testing phase, 8 in requirements gathering, and 12 is the discussion phase. The chart for OVRP shows whether citizens paid by credit card or electronic check. There were 79 credit card payments and 21 payments by electronic check.

Table two shows the metrics on Live Help. The number of hits increased from 600 to 1400 last month. There is a steady pattern and a little bit of up-tick, which is probably due to all the new applications, such as OVRP.

Discussion:

Gregg Rippy commented that the high numbers for Live Help is definitely a result of Senator May's hard work on spreading the word.

Financials

Dan Morrison said that he chose to keep the Finance Report separate from the regular GM Report because the report gets passed around to various people and he felt that it was best for just the Board of Directors to see the report. He requested that they refrain from passing it along and if anyone else would like to see the financials they can contact him. The Portal is very healthy financially for April. There's \$544,000 in top line revenue and after expenses, which is stable, CI had \$144,000 in income. Revenue share was about \$48,000. The last chart shows income by application.

Other Business/Additional Discussion

July Meeting

Chairman Cadman stated that the next board meeting is scheduled for July 5th, the day after the 4th of July. He asked if that was a significant issue for anyone and if State Government is still open that day.

Evan Dreyer said the State just has July 4th off, but he said for vacation purposes it would be good to move it out of that week.

Chairman Cadman asked the board should move the meeting back one week.

Roxy Huber said that since there are a lot of decisions to be made, it might be best to move it closer one week.

Gregg Rippey said that there would not be much information to report on for June. He suggested pushing it a week later on an ongoing basis, since it makes it hard to give accurate numbers and reports.

Evan Dreyer asked why the first Thursday was decided and asked if it would require a full vote to change it. He suggested that they move it back a week for July and then discuss about further meeting dates at that meeting.

Gregg Rippey said that the only problem with the second Thursday is the State CIO Forum.

Rico Munn said that for the month of July they could live with that.

Gregg Rippey said that SIPA would post immediately on the site that the meeting is on the 12th.

Chairman Cadman asked who all would be able to make it to the 5th.

Mike Locatis, Bob Feingold, Evan Dreyer, Roxy Huber and Bill Hobbs all said that they are available.

Rico Munn said that he could not make it.

Gregg Rippey said that they would follow up with the rest of the Board members. As of right now, they will plan on the 5th.

Chairman Cadman said that sounds great because as Roxy Huber said, the Board should not postpone any further.

Bill Hobbs said that the bylaws do state the 1st Thursday of each month.

IV. Agenda Items for Next Meeting

None specific

Next meeting is scheduled for:

Thursday, July 5th, 2007

1:30 p.m. – 4:00 p.m.

Secretary of State's Office

1700 Broadway

Blue Spruce Conference Room, 2nd Floor

Denver, CO

V. Adjournment

The meeting adjourned at 3:11 PM.

Transcribed by Kathy Gappinger
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Statewide Internet Portal Authority